Travis Gray   IT Support / Computer Technician

Bend, Oregon	(541) 890-9697	travis.c.j.gray@gmail.com

Professional Experience

I.T Support Consultant	*OSU - College of Forestry*	Sep 2015 – June 2019

Support

- Provided technical support to faculty in the OSU College of Forestry including professors and faculty
- Consolidated and automated use of hardware diagnostic tools like printers and PC's
- Diagnosed hardware and software failures on university workstations
- Backup user's data, image user's machine, install user's selected software
- Answered phone calls, emails, and in person walk in's
- Recorded user issues with support ticket using TeamDynamics
- Trained new employees on common practices and procedures

Software Installation

- Installed a wide range of software including
- Adobe Products, ArgGis, ArcPro, Matlab, Microsoft Office, R / R Studio, SigmaPlot and more.

Software Development

- Forestry Reservations system: Faster reservations system for the college of forestry. This tool would check out items and reserve items for the college. Written in Flask using Python.
- Used Java to create an interface for remote lab shutdown service
- Automated user data transfers with batch scripts
- Automated purchasing for printing services with a tool written in Python

Operating Systems

Windows Vista	Windows 7	Windows 10
El Capitan (Mac)	Mt. Lion (Mac)	Linux
Unix	Ubuntu	JOS

Hardware

Industrial Printers	Desktop Systems	Laptops
Projectors	Workstations	Duel Boot Systems
Networking (Cat 5 / Fiber)	Peripherals	Personal printers

Education

Oregon State University	Bachelor of Science	*Computer Science*
	Associates Degree	*Business and Entrepreneurship*

North Valley High School	Diploma	*General*